

JOB DESCRIPTION AND PERSON SPECIFICATION

JOB TITLE:	Senior Duty Manager
RESPONSIBLE TO:	Facilities Manager
RESPONSIBLE FOR:	All front line staff and sub-contractors based in NUCASTLE

JOB SUMMARY:

To control all operational aspects of the facilities' operation on a day-to-day basis.

MAIN DUTIES:

Direct or Indirect responsibility

Duties/Responsibilities	D/I
<ul style="list-style-type: none"> • To be responsible for the day-to-day operation of facilities including <ul style="list-style-type: none"> - Supervision of staff and customers - Ensuring all daily Health & Safety requirements are met - Ensuring all plant and operating systems are managed effectively - Delivering an exceptional level of customer service that includes dealing with enquiries, responding to complaints and reacting to emergencies - Financial control and oversight of all customer transactions and vending - Acting as keyholder and ensuring the security of facilities is maintained at all times - Overseeing the booking system and ensuring all Customers are provided with services in accordance with their bookings - Overseeing and being part of a staffing rota that ensures the facilities remain open during operating hours and there are adequate staff to deliver the programme of activities & events - Working with the Foundation Safeguarding Team and acting as Safeguarding lead for the Facilities when required • Lead the operations team and support with the recruitment, training and development of staff. Carry out appraisals for designated staff • Support with the recording and reporting of KPI's • Attend any working groups as required • Live the Foundation's values and demonstrate commitment to these in all work undertaken • 	<p>D/I</p> <p>D/I</p> <p>D</p> <p>D/I</p>

PERSON SPECIFICATION

Essential or Desirable Requirement

Qualification/Education	E	D
<ul style="list-style-type: none"> Level 2 basic skills (Literacy or Numeracy) or equivalent eg GCSE Maths & English Good standard of ICT skills Relevant Academic or professional qualification eg Leisure Management Evidence of continuous professional development 	E E	D D

Experience	E	D
<ul style="list-style-type: none"> Proven track record of working in an operational, customer focussed role, ideally within a leisure environment Supervisory experience Knowledge / experience of Health & Safety, ideally within a leisure environment Experience of booking/membership systems Experience of financial systems 	E E	D D D

Specialist Training	E	D
<ul style="list-style-type: none"> First Aid at work / agreement to become first aid qualified Any operational / leisure-based training 	E	D

Aptitude or Skill	E	D
<ul style="list-style-type: none"> Ability to understand the needs of customers and be able to deliver exceptional customer service Great teamwork and leadership skills Strong administrative skills 	E E E	

Personal Characteristics	E	D
<ul style="list-style-type: none"> Commitment to the mission, aims and values of the Foundation Highly motivated and the ability to work with minimal supervision A level of physical fitness considered reasonable for this role including the ability to set up sports equipment Good communicator with good interpersonal skills Ability to work unsupervised and make decisions 	E E E E E	

Special Terms

Special Conditions
Working pattern to be agreed in advance – 37 hours per week full time (we are also open to having 2 part time employees to cover the operational hours of 8am-10pm Monday – Sunday). Weekend and evening work will be required.
Working in different locations
This post will be based at NUCASTLE, NE4 6BQ with some travel around the northeast region.

In addition to these functions, employees are required to carry out such other duties as may reasonably be required.

GENERAL STATEMENT

All employees of the Foundation must at all times carry out their responsibilities with due regards to all policies and procedures and in particular health and safety, confidentiality and data protection.

SAFEGUARDING & WELFARE STATEMENT

The Foundation is committed to the safeguarding and welfare of all children, young people and adults at risk of harm and requires all staff, volunteers and others associated with the Foundation to share and endorse this commitment.

If a role requires a CRC at Standard or Enhanced level (which may include checks against the Barred List), it is exempt from the Rehabilitation of Offenders Act (1974). Therefore all convictions, including all spent convictions that may not be subject to filtering by the disclosure should be declared on the documents provided as part of the recruitment process.

EQUALITY STATEMENT

The Foundation is also committed to equality and diversity and believes in equal opportunities for all. We require all staff, volunteers and others associated with the Foundation to share and endorse this commitment.

You are required to ensure a positive attitude towards equality and diversity at all times. You must ensure that you treat others fairly and with respect. Your behaviour must align to the principles of equality as outlined in the Foundations equality policy. You must not commit any form of direct or indirect discrimination, victimisation or harassment of any description and must promote positive working relationships between all internal and external stakeholders.

DECLARATION

I acknowledge receipt of this job description. I have read, understood and agreed the terms outlined above. I understand that I must adhere to the requirements of this role for the duration of my employment. I further acknowledge and understand that the requirements of this role will change and evolve over time and that I must adhere to the requirements of the role as they apply from time to time. I also acknowledge and agree that I may be issued with an alternative job description to reflect my role as it changes over the course of my employment.

Following an offer, and acceptance, of employment I acknowledge and agree that I may be added to one or many of the different software system providers that the Foundation uses (which may change from time to time) in order to administer my employment, to facilitate my role and my employee benefits and for the purposes of effective communications.

Employee Name: _____

Signature: _____ Date: _____

LM Signature: _____ Date: _____

HOD Signature: _____ Date: _____

HR Signature: _____ Date: _____